



# XPRESS ONLINE SALES STATE EMPLOYEE COMMUTER ASSISTANCE PROGRAM (SECAP)

## PARTNERSHIP USER MANUAL

Updated: August 2019

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## Creating Your Account and Logging In

State Employee Commuter Assistance Program, SECAP, users may create their own account by visiting <https://onlinesales.xpressga.com>. Once accounts, including logins, passwords, and contact and shipping/billing information, are created, users must contact the State Road and Tollway Authority (SRTA) offices to be added to the SECAP group. Users will not be able to see SECAP products unless they are added to the SECAP group by SRTA.

Users may contact SRTA to be added to the SECAP group by submitting a request by email to **[pass\\_sales@srta.ga.gov](mailto:pass_sales@srta.ga.gov)**.

It is the policy of SRTA that the agency does not share its partners' or customers' personal information with anyone for any reason<sup>1</sup>.

## Purchasing Passes

After your SECAP account is established, to purchase Xpress passes, visit Xpress Online Sales at <https://onlinesales.xpressga.com>. Online orders are placed between the 1st and the 10th of each month for the upcoming month of use.

On the left side of the page, there are two links, "Sign In" and "Buy Xpress Passes." Xpress Partner State Agencies need to login to the system to access the pricing/billing options. Click the "**Sign In**" link as seen in Figure 1.

The link, "Buy Xpress Passes," is for the general public.

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<sup>1</sup> This is only overridden if there is a legitimate court order to produce the information.



[Home](#) [Account](#) [Basket Contents](#)

[Checkout](#)

[Sign In](#)


[Buy Xpress Passes](#)

BREEZE IS HERE!

# MAGNETIC PASSES NOT ACCEPTED AFTER DEC. 31

Go to [www.breezecard.com](http://www.breezecard.com) to order or reload your card

[CLICK FOR MORE](#)



Please note that Xpress has moved to Breeze cards as its method of fare.  
Please visit [Xpressga.com](http://Xpressga.com) for information on buying a Breeze card.

SECAP Customers click [here](#) to Sign In

Please contact the webmaster if you experience any technical problems while using our site.

SECAP SIGN IN

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Figure 1 - SECAP Sign In

After clicking the **“Sign In”** link, users are asked to login information. In the login field, enter your user ID. In the password field, enter your password. After completing those two fields, click on the Login button as seen in Figure 2.



[Home](#) [Account](#) [Basket Contents](#)

[Checkout](#)

[Create New Account](#)

**Login to Existing Account:**

Login:

☒ Password:

☐ Please Email Me My Password

Login

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**SECAP Login**

Figure 2 - SECAP Login

Upon successfully logging in, you are taken to the “**Shop Xpress**” page. You should select “**SECAP Xpress Partner Passes**” on the left side of the page as shown in Figure 3.



[Home](#) [Account](#) [Basket Contents](#)

[Checkout](#)

[Welcome back, SE CAP](#)

[Buy Xpress Passes](#)  
[SECAP Xpress Partner Passes](#)

Partner  
Passes Link



Please note that Xpress has moved to Breeze cards as its method of fare.  
Please visit [Xpressga.com](#) for information on buying a Breeze card.

SECAP Customers click [here](#) to Sign In

Please contact the webmaster if you experience any technical problems while using our site.

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Figure 3 - Partner Passes Link

On the next page, you see a listing of all the passes available for sale, Figure 4. To begin purchasing passes, find the type of pass you'd like and click the **"Add One to Basket"** button. The page will reload, returning to this page but your **"Quantity in Basket"** will change from none to 1.



Welcome back, Charles Fleming.

[Buy Xpress Passes](#)  
[SECAP Xpress Partner Passes](#)



Note: Xpress SECAP passes are now loaded on specially encoded Breeze Cards. For your first order, SRTA will provide you Breeze Cards for free. (For future card orders, you will be charged \$2 for each new card.) Breeze Cards are reusable, and once you receive your new cards, monthly passes will be electronically uploaded to the cards each month unless SRTA is notified by the 10th of the month prior. All other Xpress passes, including 10-trips, must be re-ordered every month. Please remember to send your spreadsheet to SRTA's pass coordinator along with your order.

#### SECAP Xpress Partner Passes



SECAP-Xpress 10-Ride Green Zone Pass on Breeze Card

Code: **SECAP-10XPG\_BZ**

Price: **\$25.00**

Quantity in Basket: 1

[Add One To Basket](#)

[Buy One Now](#)



SECAP-Xpress 10-Ride Blue Zone Pass on Breeze Card

Code: **SECAP-10XPB\_BZ**

Price: **\$35.00**


Figure 4 - Buy Passes

## Purchasing More than One Type of Pass in Volume

If you are re-ordering more than one multi-type passes, it is easier to do this by performing the following:

- For each type of pass selection, click the **“Add One to Basket”** button so that you have at least one of those passes in your shopping basket.
- Once you have a quantity of one for each type of pass ([Xpress Blue Zone Calendar Monthly Pass](#), [Xpress Green Zone Calendar Monthly Pass](#), [Xpress 10 Ride blue zone](#) or [Xpress 10 Ride green zone](#), or any combination of the listed fare products), in your shopping basket, click the **“Basket Contents”** link in the blue navigation bar near the top of the page.
- On the basket contents page, you'll see that your shopping basket has one of each type of pass from your selection. To buy multiple passes, simply change the number from 1 to your desired number of passes and click the **“Update”** button next to that field (Figure 5). Additionally, if you'd like to remove passes, simply click the **“Remove”** button and all passes for that type of pass will be deleted from your shopping basket.





Home Account Basket Contents [Checkout](#)

Code	Product	Quantity	Price/Ea.	Total
<a href="#">Remove</a> <a href="#">SECAP-10XPG_BZ</a>	SECAP-Xpress 10-Ride Green Zone Pass on Breeze Card	1 <a href="#">Update</a>	\$25.00	\$25.00
<a href="#">Remove</a> <a href="#">SECAP-10XPB_BZ</a>	SECAP-Xpress 10-Ride Blue Zone Pass on Breeze Card	1 <a href="#">Update</a>	\$35.00	\$35.00
			<b>Total:</b>	<b>\$60.00</b>

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**Update Number**





Figure 5 - Purchasing Multiple Cards

After selecting all of the passes that you wish to purchase, click “**Checkout**” in the upper right side of the page.



Home Account Basket Contents [Checkout](#)

Ship To:		Bill To:	
<b>Name:</b>	SE CAP	<b>Name:</b>	SE CAP
<b>Email Address:</b>	secap@xpressga.com	<b>Email Address:</b>	secap@xpressga.com
<b>Phone Number:</b>	404-123-4567	<b>Phone Number:</b>	404-123-4567
<b>Fax Number:</b>		<b>Fax Number:</b>	
<b>Company:</b>		<b>Company:</b>	
<b>Address:</b>	123 State St. SE Atlanta, GA 30303 US	<b>Address:</b>	123 State St. SE Atlanta, GA 30303 US

Code	Product	Quantity	Price/Ea.	Total
SECAP-10XPG_BZ	SECAP-Xpress 10-Ride Green Zone Pass on Breeze Card	1	\$25.00	\$25.00
SECAP-10XPB_BZ	SECAP-Xpress 10-Ride Blue Zone Pass on Breeze Card	1	\$35.00	\$35.00
			<b>Total:</b>	<b>\$60.00</b>

**Ship Via:** [Free Shipping \(\\$0.00\)](#)

**Pay With:** [COD](#)

[Continue](#)

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**Checkout Button**




Figure 6 - Checkout

After entering and/or confirming your shipping and billing information, please select **continue**.



[Home](#) [Account](#) [Basket Contents](#)

[Checkout](#)

Ship To:		Bill To:	
<b>Name:</b>	SE CAP	<b>Name:</b>	SE CAP
<b>Email Address:</b>	secap@xpressga.com	<b>Email Address:</b>	secap@xpressga.com
<b>Phone Number:</b>	404-123-4567	<b>Phone Number:</b>	404-123-4567
<b>Fax Number:</b>		<b>Fax Number:</b>	
<b>Company:</b>		<b>Company:</b>	
<b>Address:</b>	123 State St. SE Atlanta, GA 30303 US	<b>Address:</b>	123 State St. SE Atlanta, GA 30303 US

Code	Product	Quantity	Price/Ea.	Total
SECAP-10XPG_BZ	SECAP-Xpress 10-Ride Green Zone Pass on Breeze Card	1	\$25.00	\$25.00
SECAP-10XPB_BZ	SECAP-Xpress 10-Ride Blue Zone Pass on Breeze Card	1	\$35.00	\$35.00
		<i>Shipping: Free Shipping:</i>		\$0.00
		<i>Sales Tax:</i>		\$0.00
				<b>Total: \$60.00</b>

**Bold** = Required

*Italic* = Optional

**Payment Information:**

COD

Continue Button

Continue

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Figure 7 – Continue

If you have any questions concerning your order, please contact our Xpress pass sales staff at [pass\\_sales@srta.ga.gov](mailto:pass_sales@srta.ga.gov).

[Home](#) [Account](#) [Basket Contents](#)[Checkout](#)**Invoice**

Order #77796

Date: 02/05/2019 13:40:32 EST

Thank you for your completed Xpress pass order. Passes are mailed via first class mail the following business day. Orders can take 7-10 business days when delivered by mail. When ordering, please allow sufficient time to receive your Xpress passes.

SECAP orders are taken through the 10th of each the month. Orders are and shipped to the requesting agency via first class mail by the 20th of the month or the next business day.

If you have any questions concerning your order, please contact your Xpress customer service center @ 1-(844)-977-7742.

Ship To:		Bill To:	
Name:	SE CAP	Name:	SE CAP
Email Address:	secap@xpressga.com	Email Address:	secap@xpressga.com
Phone Number:	404-123-4567	Phone Number:	404-123-4567
Fax Number:		Fax Number:	
Company:		Company:	
Address:	123 State St. SE Atlanta, GA 30303 US	Address:	123 State St. SE Atlanta, GA 30303 US

Code	Product	Quantity	Price/Ea.	Total
SECAP-10XPG_BZ	SECAP-Xpress 10-Ride Green Zone Pass on Breeze Card	1	\$25.00	\$25.00
SECAP-10XPB_BZ	SECAP-Xpress 10-Ride Blue Zone Pass on Breeze Card	1	\$35.00	\$35.00
		Shipping: Free		Shipping: \$0.00
		Sales Tax:		\$0.00
				<b>Total: \$60.00</b>

Figure 8 – Completed Order

Your order is now complete. Print out a copy of this page for your records. If you are finished, please log out of the system.

## Assigning Fare Products to Riders

Once your passes have been purchased, it is necessary to take action to make sure that your riders are able to use what has been purchased. How that is done will depend on the type of pass purchased.

## What Types of Passes are DELIVERED via courier to the SECAP Coordinators?

Gwinnett County Express products, and MARTA Zero<sup>2</sup> cards (inventory cards) are delivered to the SECAP Coordinators. These are physical cards that should be distributed by the SECAP Coordinator directly to the riders for whom they were purchased. All other products are uploaded to a rider's Breeze Card.

## Assigning Fare Products for Upload to a Rider's Breeze Card

The majority of fare products purchased under the SECAP program are uploaded monthly to the rider's Breeze Card. This significantly reduces the effort required by the SECAP Coordinators and Riders. This includes all Xpress products, all CobbLinc Express Products, and MARTA monthly and Marta 10 trip products (except MARTA Zero cards as discussed in the section above).

By the 3<sup>rd</sup> of each month, the SRTA SECAP Coordinator will email each agency Coordinator a MARTA report to be modified for the upcoming month (i.e. a spreadsheet will be sent by March 3<sup>rd</sup> to indicate a new employee activation and deactivations of Xpress monthly, MARTA monthly and CCT monthly Express passes that will be used/stopped in the month of April). An example spreadsheet is shown in Figure 9. The agency Coordinator then modifies the spreadsheet and returns it to the SRTA Coordinator: **pass\_sales@srta.ga.gov**. Spreadsheets must be returned to the SRTA SECAP Coordinator no later than the 10<sup>th</sup> of each month.

An example of a modified spreadsheet is shown in Figure 10. Note that the red text is used for emphasis. Modifications you make will not show in red.

### IMPORTANT NOTES:

- Monthly passes **AUTOMATICALLY RENEW**, unless they are specifically deactivated.
- The number of items in the spreadsheet must be the same as those items in your online order.
- . Delete bullet – not a true statement
- No more than four different products are allowed on a Breeze Cards. Multiple purchases of the same product, i.e. 10-ride, count as one product. No more than seven of any products each type can be loaded on a card.
- SECAP products loaded onto a breeze card are automatically enrolled in Balance Protection with MARTA. Although employees can load cash value or other fare media onto their breeze card, it is not

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<sup>2</sup> MARTA Zero cards are blank MARTA Breeze Cards that can be used to activate a new rider, and/or replace a lost or expired Breeze Card. SRTA recommends keeping some of these Breeze Cards in your inventory to deal with new employees or lost/stolen Breeze Cards.

recommended by MARTA. Any product(s) loaded by the employee are/is not protected in event the breeze card is lost or stolen.

- Employees should purchase a separate breeze card from MARTA to load cash value and any additional fare media outside of their SECAP/payroll deduction transit pass. Breeze cards can be purchased at a MARTA Breeze Vending Machine or on MARTA's website.
- **Breeze Cards must be tapped within 30 days of a fare purchase to activate the benefit (or after each change on the card).**

Example Spreadsheets

	Employee ID	Card ID	First Name	Last Name	Benefit1 Type	Benefit1 Action	Benefit2 Type	Benefit2 Action	Benefit3 Type
1	1234	01642567235614580999	Jane	Does	GRTA Blue Mthly				
2	5678	01647896458712541073	Sam	Smith	MARTA Mthly				
3	9012	01649999888873731234	Debbie	Jones	MARTA Mthly				
4	3456	01641122458748980111	Merlissa	Example	GRTA Green Mthly				
5	7890	01642222779856453456	Darlene	Boothe	MARTA Mthly				
6	2345	01640047859634859843	Sparkle	Lemons	MARTA Mthly				
7	6789	01645555798465321101	Robert	Lands	CCT Exp Mthly				
8	4567	01648787881278980030	Tammy	Taylor	GRTA Blue Mthly				
9	8901	01646789232300588888	Rosemary	Sauce	CCT Exp Mthly				

Figure 9 - Example SECAP Spreadsheet

Employee ID	Card ID	First Name	Last Name	Benefit1 Type	Benefit1 Action	Benefit2 Type	Benefit2 Action	Benefit3 Type
1234	01642567235614580999	Jane	Does	GRTA Blue Mthly	Deactivate			
5678	01647896458712541073	Sam	Smith	MARTA Mthly	Deactivate	GRTA Blue 10ride	Activate	GRTA Blue 10ride
9012	01649999888873731234	Debbie	Jones	MARTA Mthly				
3456	01641122458748980111	Merlissa	Example	GRTA Green Mthly				
7890	01642222779856453456	Darlene	Boothe	MARTA Mthly	Deactivate	GRTA Green Mthly	Activate	
2345	01640047859634859843	Sparkle	Lemons	MARTA Mthly				
6789	01645555798465321101	Robert	Lands	CCT Exp Mthly				
4567	01648787881278980030	Tammy	Taylor	GRTA Blue Mthly				
8901	01646789232300588888	Rosemary	Sauce	CCT Exp Mthly				
1078	01644293730745872262	Kenny	DuFonte	CCT Exp 20ride	Activate	CCT Exp 20ride	Activate	
0688	01641203352556890688	Kimmie	Wood	GRTA Green 10ride	Activate	GRTA Green 10ride	Activate	GRTA Green 10ride

Figure 10 - Example Modified SECAP Spreadsheet ready to be returned to SRTA

### Activating Breeze Cards and Uploaded Products

- Breeze Cards must be tapped within the first 30 days of initial activation. Cards not activated within the first 30 days of enrollment will become inactive.
- Cards must also be tapped within 30 days of fare products being uploaded or those fare products become inactive. If the card is not tapped within 30 days, the agency Coordinator must contact SRTA's SECAP Coordinator to request benefits to be "pushed back" onto the breeze card. This request must be submitted to SRTA within 3 days of the month after the benefit dropped.
- For either situation, Cards and/or Fare Products can be activated by tapping on any of the following:
- Any Xpress Bus
- Any MARTA Bus or Rail Station
- Any Breeze Vending Machine

### Activating and Deactivating a Breeze Card

Breeze Cards can be activated or deactivated as discussed in modifying your spreadsheet (above). If an employee has left the firm unexpectedly and the card needs to be "Hot listed", please contact **pass\_sales@srta.ga.gov** as soon as possible. A "Hot listed" card cannot be used and cannot be reactivated.

#### When is the monthly deadline for activating/deactivating Breeze Card benefits?

- Breeze Card activations and deactivations must be submitted no later than midnight on the 10th of each month.
- SRTA recommends that companies closely monitor their card inventory to ensure Breeze Cards are available for new activations.
- All calendar monthly pass benefits will automatically reload each month unless you deactivate them.
- All other Xpress fare products, including 10-ride passes, must be loaded monthly as previously described.

#### How can I activate/deactivate Breeze Cards after the monthly 10th deadline?

- You will not be able to activate or deactivate Breeze Cards after the 10<sup>th</sup> of each month.
- However, you may replace lost and stolen cards as needed throughout the month.

What happens if an employee wants to suspend their monthly benefits (leave of absence, temporary job assignment relocation, maternity leave, etc.)?

- You must deactivate the employee on your upcoming MARTA report.
- Once the participant is ready to use their benefit again, you must activate the employee on your upcoming MARTA report.
- Xpress trips are not automatically reloaded therefore, a deactivation is not required.

When a deactivated Breeze Card is returned by the card holder what do I do?

- Any deactivated Breeze Card may be stored in inventory and reissued to a new participant using the same member ID number as assigned to the card.
- If a card has been Hot listed, it is not able to be reused and should be disposed of.

What should I do if an employee is terminated or leaves the company?

- If an employee is terminated or leaves the company, you can perform one of the following:
  - a. Deactivate the Breeze Card using your upcoming MARTA report and reissue the Breeze Card to another participant.
  - b. Keep the card in inventory to reissue.
  - c. Reissued breeze cards must keep the same member ID number that was originally assigned to the breeze card.
  - d. Allow the employee to keep the breeze card (recommended when the SECAP member ID number is the employees state issued ID number).
- If your company subsidizes the cost of monthly benefits, you may opt to Hotlist the Breeze Card to prohibit future use by the former participant.
- After Hot listing, Breeze Cards cannot be reused.
- Cards Hot listed during the benefit month will be disabled immediately after SRTA's SECAP Coordinator has processed the request.
- Companies will be billed for the full month for benefits loaded on the card for an employee who is terminated or leaves.



#### What happens if a card holder's Breeze Card is lost or stolen?

- Program card holders (employees) should report lost or stolen Breeze Cards to you as soon as possible. You should then contact **pass\_sales@srta.ga.gov** as soon as possible and reissue a breeze card from your inventory to the employee.
- The replacement Breeze Card will be ready for use within one (1) hour after SRTA's SECAP Coordinator has processed the replacement. In some cases where SRTA Xpress fare media is on the breeze card, the replacement process may take 24-48 hours. This time period allows Xpress buses time to receive data on the activated cards.

#### Breeze Card is Not Working

##### If a card holder's Breeze Card is not working what should I do?

- If one of your employees is experiencing problems using their Breeze Card, please contact **pass\_sales@srta.ga.gov** detailing the problem and the employee's name, member ID and breeze card number.
- SRTA will research the issue and advise you of the outcome/remedy.
- Allow 24 – 48 hours to resolve all reported breeze card issues.

## SRTA'S Billing/Invoicing Process

The following describes SRTA's process for billing/invoicing your agency. How (and if) you charge your employees for these products are decisions and procedures that each agency makes for itself, and SRTA does not become involved.

#### When will my company be invoiced?

- Invoicing occurs between the 11<sup>th</sup> and 13<sup>th</sup> of the month for the upcoming month of use.
- Your company will be invoiced for the entire amount of your online order between the 1<sup>st</sup> and 10<sup>th</sup> of the month.
- Payment is due upon receipt and is considered late by the 25th of the same month.
- Failure to pay by the 25th of the month may result in termination of services until the outstanding balance is paid in full.

Are there any additional fees for Breeze Cards?

- MARTA Zero/inventory card orders will be accessed a \$2 fee per card. Cards are ordered online along with your upcoming monthly fare media order.
- Fees will appear on your invoice.

Will I be able to return unused Breeze Cards?

- Breeze Cards not used may be stored in your inventory for future use by your company.
- SRTA does not accept returned Breeze Cards.
- All sales are final.

## Ordering New Cards, Fees and Issue Reporting

Do Breeze Cards expire?

- Breeze Cards expire in approximately three years. The expiration date can be found at [BreezeCard.com](https://breeze-card.com).

How can I order additional Breeze Cards?

- New Breeze Card orders (not activated) may be placed on the website at <https://onlinesales.xpressga.com>.
- The new cards will be delivered between the 25<sup>th</sup> and 28<sup>th</sup> of the month.

## Personal Breeze Cards, Loading Fare Balance Protection

What if an employee has an individual Breeze Card purchased separately outside the SECAP Program?

- Employer program Breeze Cards are encoded specifically for your employee.
- Employees who have personal Breeze Cards purchased outside of the program can use that card for family, friends or visitors.

Can additional money or trips be placed on an Employer Program Breeze Card?

- Employer Program cards are only intended to be used for benefits provided through the program.
- It is possible for additional value to be placed on an Employer Program Breeze Card, however, employees (card holders) should be advised that any additional value is not eligible for a refund in any situation. Only the SECAP issued product will be replaced if the card is lost or stolen.

Does the card holder need to sign up for Balance Protection?

- Employer Program Breeze Cards are automatically registered for balance protection through their company.
- No action is required on the employee's part.
- For cards purchased outside of the SECAP Program, users can sign up for Balance Protection at [BreezeCard.com](https://BreezeCard.com). Issues with personal breeze cards **should not** be reported to SRTA's SECAP Coordinator.

## Contacting SRTA

If you have additional questions, you can contact SRTA at [pass\\_sales@srta.ga.gov](mailto:pass_sales@srta.ga.gov) or call 404-893-6196.